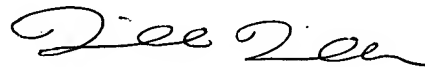


**REMARKS**

The specification has been amended to delete reference to Fig. 1B, which was not submitted when the present invention was filed. The claims have been amended to make it clear that what is being claimed is a customer web portal capable of providing service contract information. The claims are not intended to include as limitations any clients, merely that the web portal is capable of interacting with clients.

Respectfully submitted,



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